

## CLAIMS

21. Feb. 2001

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1. A system for facilitating a delivery and pickup of goods comprising:  
a plurality of locker modules, each of said locker modules having a plurality of locker units, a locker controller, a user interfacing device, a user-identifying device, and a remote receiving and transmitting device;  
a system controller having an application server, a database server, and a remote receiving and transmitting device for communicating with said remote receiving and transmitting device of said locker modules;  
a customer's PC terminal communicably connected to said system controller;  
a vendor's PC terminal communicably connected to said system controller; and  
a delivery agent's PC terminal communicably connected to said system controller;  
wherein said system controller is adapted to facilitate leasing of said locker units by registered parties for delivery or pickup of a good, said registered parties including a customer, a vendor and a delivery agent.

2. The system as recited in claim 1, wherein said system controller is further adapted to provide login identification to each of said registered parties based upon particulars received from said registered parties, said login identification being associated with a smart card and a pin number of each of said registered parties.

3. The system as recited in claim 2, wherein said system controller is further adapted to provide said pin number and information on said smart card to said locker controller for said leasing.

4. The system as recited in claim 1, wherein said system controller is further adapted to enable said registered parties to obtain status of said delivery or said pickup, said status comprising a delivery record of a particular delivery person and transaction details.

5. The system as recited in claim 1, wherein said system controller is further adapted to allow special access to said locker unit by said registered parties when a wrong delivery or a wrong item is placed into said locker unit.

6. A method of making a delivery of a good to a customer using a system for facilitating a delivery and pickup of goods comprising, a plurality of locker modules, each of said locker modules having a plurality of locker units, a locker controller, a user interfacing device, a user-identifying device, and a remote receiving and transmitting device; a system controller having an application server, a database server, and a remote receiving and transmitting device for communicating with said remote receiving and transmitting device of said locker modules, wherein said system controller is adapted to facilitate leasing of said locker units by registered parties for delivery or pick-up of a good, said registered parties including a customer, a vendor and a delivery agent;

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a customer's PC terminal communicably connected to said system controller;

a vendor's PC terminal communicably connected to said system controller; and

a delivery agent's PC terminal communicably connected to said system controller,

said method comprising the steps of:

receiving, by said system controller, a request for use of a locker unit for said delivery or said pickup of said good;

reserving, by said system controller, said locker unit in response to said receiving step; and

notifying, by said system controller, said customer after said delivery of said good or of said locker unit for drop off of said good for said pickup.

*B* 7. The method of Claim 6, ~~wherein said notifying step comprises the~~ and further comprising the step of notifying said vendor or said delivery agent of said drop-off.

8. The method of Claim 6, and further comprising the step of registering, by said system controller, particulars of said customer, said vendor, said delivery agent, and delivery persons prior to said receiving step.

9. The method of Claim 8, and further comprising the step of providing, by said system controller, login identification to each of said registered parties based upon particulars received from said registered parties, said

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login identification being associated with a smart card and a pin number of each of said registered parties.

10. The method of Claim 9, and further comprising the step of providing, by said locker controller, said pin number and information on said smart card to said locker controller for said leasing.

11. The method of Claim 6, and further comprising the step of allowing, by said system controller, special access to said locker unit by said registered parties when a wrong delivery or a wrong item is placed into said locker unit.

12. The method of Claim 6, and further comprising the step of renewing a lease period for said locker unit after said lease period runs out.

13. The method of Claim 6, wherein said method further comprises the step of providing a transaction number, by said system controller, to said vendor or said delivery agent after said reserving step.

14. The method of Claim 13, and further comprising the step of receiving, by said system controller, said transaction number and a login identification number associated with a delivery person to enable said delivery of said good or pickup of said drop off of said good.